



Brisbane City Council

Dedicated to a better Brisbane

Brisbane City Council



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Last update: 06:45am

For the latest updates please see:

- [Brisbane City Council Newsroom](#)
- [Latest Media Releases](#)
- [Council's Facebook page](#)
- [Council's Twitter stream](#)

For more detailed information, please see below:

All residents are reminded to stay away from flood waters for their safety.

Residents are also reminded that CityCat and CityFerry services remain closed due to river conditions caused by flooding.

Residents requiring assistance with property damage or flooding within their property boundary should **contact the SES on 132 500**.

To report downed trees outside of your property boundary or issues with stormwater drains, **contact Council on 3403 8888**.

To report fallen powerlines, **phone Energex on 13 19 62**.

To report major infrastructure damage such as to stormwater drainage, roads, parks or other infrastructure, **contact Council on 3403 8888**.

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- [Please register here](#) to receive emergency notifications for severe weather for your location.

Floods Fact Sheets

Advice for residents

- [Issue 1 - Advice to residents returning to their premises - 13 January 2011 \(140k\)](#)

Advice for business

- [Issue 1 - Advice to business operators returning to their premises - 13 January 2011 \(160k\)](#)

Flood Evacuation Centre News

- [Issue 1 - Recovery News - 13 January 2011 \(128k\)](#)

Volunteering

- [Issue 1 - Volunteers: How you can help - 13 January 2011 \(160k\)](#)

Volunteering

If you would like to volunteer to help with the clean up please register with Volunteering Qld using this form <http://bit.ly/gIYYDz> or send an email to lordmayor@brisbane.qld.gov.au.

Please be aware that Volunteering Qld have already received over 11,000 offers for help and will be getting in touch with people as needed. You may not get a response straight away, but help will continue to be needed for a long time.

Evacuation Centres

- RNA Showgrounds, Bowen Hills
- QEII sports stadium, Nathan
- St Catherine's Anglican Church and the Salvation Army Church, Middle Park
- Good News Lutheran Church, Jamboree Heights

Please note people are encouraged to bring pillows, sheets and blankets.

Domestic pets are able to be accommodated with their owners at the RNA showgrounds. Cats are to be brought on in a cage or box while dogs will be able to be accommodated at facilities in the evacuation centre. Other domestic animals are to be contained. Council animal management staff will be assisting at the evacuation centre.

Please note only 300 dogs are able to be accommodated at the evacuation centre.

Western Brisbane Evacuation Centres

Brisbane City Council is aware that some residents in isolated parts of western Brisbane are without power and running short of food supplies.

Limited food supplies can be accessed from these locations.

- Moggill Uniting Church, corner Moggill and Kangaroo Gully Road, Moggill
- Mt Crosby State School, Mt Crosby Road
- St Catherine Anglican Church, McFarlane Street, Middle Park
- Good News Lutheran Church, Horizon Drive, Jamboree Heights
- Salvation Army Church, Lalina Street, Middle Park

Donations to evacuation centres

Evacuation Centres can no longer receive donations of goods and are asking residents who wish to donate items to assist the flood relief efforts to now drop them to their local charity stores.

Roads Closed

Residents can get updates on current road closures by visiting www.131940.qld.gov.au

For Council Media Releases, go to the [Brisbane City Council Newsroom](#).

Public Transport

Public Transport will be FREE across all Translink services for eight days, until the final service on Fri, Jan 21 to assist with flood recovery across South East Queensland.

Brisbane City Council advises 160 bus services will operate across Brisbane commencing Friday 14 January as floodwaters recede and roads reopen.

[Twenty-five routes](#) will remain suspended due to road closures.

Services will operate on a modified Sunday timetable while Queensland Rail services would continue to operate hourly in and out of Brisbanes CBD where it is safe to do so.

Buses will be unable to operate in the western suburbs, around Toowong, Indooroopilly, University of Queensland and West End, and there will be some impacts to services around Toombul and New Farm.

CityCat and CityFerry services remain suspended and NightLink services will be cancelled.

Customers should visit www.translink.com.au or call 13 12 30 before travelling.

Latest Media Releases

- [Bus services to operate from Friday 14 January](#)
- [Advice for residents in isolated areas of the western suburbs](#)
- [Council to provide financial relief to flood victims](#)
- [Donation of goods to be made to local charities](#)
- [CityCats and CityFerries service cancelled - terminals decimated but entire fleet saved](#)
- [Evacuation centre updates](#)
- [Sandbags still available](#)

Sandbag Locations

Brisbane City Council advises that even though floodwaters are receding, sandbags are still available at Council depots to assist with the securing of structures, such as retaining walls, that may have been impacted by flooding.

Sandbags are still available at the following locations:

- Darra Works Depot, Shamrock Street, Darra
- Morningside/Balmoral Works Depot, 9 Redfern Street, Morningside
- Zillmere Works Depot, 33 Jennings Street, Zillmere
- BCW Stafford/Kedron 7 Brockman Street, Kedron
- Asphalt Plant, 228 Curtain Ave West, Eagle Farm

Waste

All Council transfer stations are accepting general and green waste **free of charge**.

There will be no general waste, recycling or green waste bin collections or SITA bulk bin collections until 17 January 2010. Please do not place

bins out for collection.

Priority will be given to waste bins during the flood crisis with recycle and green waste bins being a second priority.

Clean Up

As the task of cleaning up following floodwater inundation begins in coming days, Council advises residents and business owners to follow these safety tips:

- If your home has been affected by floodwaters, contact a licensed electrician to do a safety check of wiring and switchboards before turning on the power. All electrical equipment that may have come into contact with floodwaters should also be checked by an electrician before using.
- Protect yourself from possible contaminants and bacteria in or left by floodwaters by always wearing rubber gloves and water resistant clothing, including gumboots. You should also wear goggles or a face mask to protect your eyes from any splashing water and cover any open wounds before you start cleaning.
- Make sure all gas and electricity is turned off while you clean up.
- Allow for adequate ventilation by opening windows and doors.
- Be aware that floors will be slippery, even after water has receded.
- Throw out any food that may have come into contact with floodwaters or perishables that would have spoiled due to power.
- Take photos of damaged furniture, draperies, appliances, dishes etc and then remove from your house. Brisbane City Council will have industrial bins available and a kerbside collection for flood damaged goods in affected areas once floodwaters recede. Detailed information of industrial bin locations, kerbside collection areas and times will be advised as soon as possible.
- Watch out for snakes that may have entered your house to escape floodwaters.

Residents in impacted areas can use as much water as necessary to clean flood affected areas but are encouraged to be wise about water use by using high pressure hoses or hose nozzles. Residents in areas not affected by the floods are encouraged to be wise about their water use due to the huge demand on water supplies as the clean up gets underway.

Those residents who have not been affected by the flooding are encouraged to assist neighbours, friends and their local communities in clean up operations.

Financial relief

Brisbane City Council advises that due to the recent flood event, Brisbane ratepayers will be provided with the following financial relief:

- Flood victims will receive an extra 30 days to pay rates bills
- All Brisbane ratepayers in flood affected homes will receive a \$100 rebate on their water bill so that they can use the water needed to clean up after the flood.
- Council will not operate parking meters nor enforce timed parking zones and parking bays for 30 days in flood affected areas.

Council advises affected residents to contact their service providers to arrange extensions on any other bills.

Flood Modelling

To find out where flooding is set to occur in coming days, please see maps below. These are based on mapping by Brisbane City Council and modelling by Bureau of Meteorology.

- [Whole of Brisbane \(1.8Mb\)](#)
- [Brisbane South \(1.4Mb\)](#)
- [Brisbane East \(1.4Mb\)](#)
- [Brisbane West \(1.1Mb\)](#)

Conditions are changing and we will provide updated maps to you when they are available.

To check if your property is flood prone, please check the [Floodwise Property Report](#).

You can download the latest version of [Acrobat Reader](#) for free.

Suburbs likely to be affected by flooding

- Albion
- Auchenflower
- Bowen Hills
- Brisbane City
- Bulimba
- Chelmer
- Coorparoo
- East Brisbane
- Fairfield
- Fig Tree Pocket
- Fortitude Valley
- Graceville
- Hemmant
- Indooroopilly
- Kangaroo Point
- Lytton
- Milton
- Moggill
- Murrarie
- New Farm
- Newstead
- Norman Park
- Oxley
- Pinkenba
- Rocklea
- Sherwood
- South Brisbane

- St Lucia
- Tennyson
- Toowong
- Yeronga
- Yerongpilly
- Windsor
- Wacol

The Brisbane City Council website is still available [here](#), however all flood related information has been removed. This page will be the only flood related information during this high load period.

